

DO NOT ENTER: JG/

10/21/2008

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ATTORNEY DOCKET NO. ALORCIA-2001  
Serial No.: 09/826,121

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Andy Lee Group Art Unit 2162  
Appl. No. : 09/826,121  
Filed : April 4, 2001  
For : ...CUSTOMER SERVICE AND SUPPORT MANAGEMENT  
Examiner : Jean Cornelius

KYD  
10/30/08

AMENDMENT (AFTER FINAL REJECTION)

Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated June 19, 2008,  
kindly amend the above referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

Applicant **Remarks** begin on page 20 of this paper.